Idaho's Generation of the Child

1st Annual GOVERNOR'S **ROUNDTABLE** for FAMILIES and CHILDREN

Summary of Input Discussion
2A— SERVICES AND RESOURCES INVENTORY

What are the crucial elements needed for a comprehensive inventory of services and resources?

- Consistent method throughout state for collecting information.
- A central clearing house for registering information—gather who, what, where, when, and how, for resources. Possibly done through a web site, but available in more than one format.
- Community needs assessment. Accurate description of what the resource is and to whom it is applicable.
- Organization.
- List of services provided, who is served, what they do, funding sources, who is targeted, who is eligible.
- Mission of each organization.
- Accurate and up-to-date information.
- Computer location accessible to all.
- Media advertising.
- Cross referencing.
- Way to get the word out.
- Dedicated staff to develop and maintain
- Ability to update own information regularly.
- Clearly defined purpose and use of inventory.
- Establish database to maintain information.
- Assessment of program capacity.
- Gather, compile and provide information regionally.

- Organized for easy access.
- Have 800 phone number.
- Good description of services— eligibility, fees, age categories.
- In more languages than just English.
- Need community contact who is "well hooked" into the community.
- Use same definitions and standardized reporting system.
- Common and clear definitions of terms and tracking of costs.
- Single point of entry/distribution for data information.
- Involvement of all systems in a local area to avoid duplication.
- Someone to actually go into communities to gather information.
- Standardized format.
- Central collection point.
- Money and staff.
- Cooperation between all service providers.
- Awareness of funding support that exists at local and state levels.
- Breakdown by age of youth with services detailed and each organized by a framework of topics and child health, early intervention/prevention etc. Use a flow chart to show interconnectiveness.

- Available in video for illiterate families. Needs to be accessible in all areas.
- Bridge language and cultural barriers.
- Accessible—awareness through marketing and advertising.
- Effective categorization of services with links to partnerships and treatment planning.
- Should serve as a tool for referral system and policy making.
- Know what's already there.
- Know what technology is available to "make it work" and make it accessible to the people who need it.
- Statewide representation.
- Establish criteria for being "on the list."
- Collect already existing inventories and find gaps.
- User friendly, up-to-date collection tool process—web based, maybe.
- Must be reliable, credible, and uniform and all inclusive across agencies.
- Searchable database.
- One-stop service.
- Resources broken down by categories.
- Internet with linkage to other resources/agencies.
- System for access, physical location with satellite centers.

What are the existing efforts upon which to build the inventory?

Idaho CareLine

Community Resource Referral centers/sources

Community Compass

NICON web site

Treasure Valley Resource/ Referral

Justice system

Indian Health Services

Asset mapping

Churches

Chambers of Commerce

Salvation Army

Substance Abuse Hotline

Healthnet

Family and Children's Services

Web pages

Community councils

School districts

Extension services

Link 211 from Senior Club

United Way

Cassia RMC

Magic Valley RCM

Region 5 directory

Ada County Information link

Success by 6

Local family coalitions

Idaho Association for Education

CSI

Hospitals

Ask a Nurse

Regional alcohol/drug centers

Healthwise

Headstart

Volunteers

Infolink

Infant/toddler information link

Idaho Law Foundation

Suicide hotline

Libraries

Public Health

H&W

Statewide organizations

Youth Ranch

Faith based services

Kids Count book

Idaho Rural Partnerships

PTAs

Youth at Risk Taskforce

Read to Me web site

Planning and Zoning

YMCA/YWCA

Service clubs

Newspapers

Juvenile corrections

Junior League

Warm Springs Counseling Center

City/County offices

What else is needed to create a comprehensive inventory?

- Need multi-media marketing to let people know it is available.
- Letting agencies know how to use the information for asset building.
- Time, money, common vision, staff, central location, equipment, statewide representation.
- Encouraging all groups to participate in the effort.
- Interagency cooperation.
- Breakdown barriers.
- Definition of services at all levels.
- Funding for collection of local information, county or regional level
- Multilingual.
- Find out what the needs of the users are.

- Identify components of directory.
- Link to state web page.
- Keyword search.
- Target audience must be clearly identified.
- Interactive means for electronic referrals.
- Designate a specific agency for this task to make it ongoing/consistent and give it the needed resource—dollars and staff.
- Find best practice models.
- Categorize present resources to eliminate duplication.
- Knowledge of Idaho.
- Collaboration agreement with all agencies.

- State clear purpose.
- Web master keeping information up-to-date, full-time paid job with regional responsibility to supply information.
- A firm commitment.
- Alternate way to access for people without computers.
- We need local contact people.
- A good marketing program to reach larger percent of people.
- Cross-referenced and accessible in libraries.
- Outreach/public relations, 800 numbers.
- Who is going to be in charge?

What are the potential pitfalls?

Information not updated regularly

Funding

Limited access

Confidentiality issues

Noninvolvement

Finding who needs it

Duplications

Turf battles

Difficult to use

Lack of ongoing ownership

Language barriers

Offensive information

Critical services omitted

Recorded answer on phone

Training

Accuracy of information

Lack of neutrality

Appropriate and usable information

Too costly to sustain

Lack of vision/organization

Data overload

Wrong interpretation of data

Gaps in data gathering

Realistic goals

Groups/organizations not reporting

Key search language

Unclear cross-referencing

Lack of communication/too cumbersome

Lack of awareness

Too much information

Bureaucracy

Resistance to change

Time and energy to keep up

Unrealistic timelines

Some issues not appropriate/ not state business

Please list one or two programs in your region that you think are most effective and that could be a model for other regions.

PROGRAM NAME	COMMUNITY	CONTACT PERSON	PHONE
Youth Children/Family Rights	Latah County	Laurie Danahy	208 883-6370
North ID Comm on line	Kooteani County	Dean Thie	
HealthNet	Central Idaho	Karyn Goodah	208 734-5900
AmeriCorps Promise	Statewide	Kelly Houston	208 658-2063
GRASP	Caldwell	Heather Ramos	208 455-3305
Leadership Institute	Caldwell	Jesus DeLean	208 455-3300
I CARE	Region I	Morgan Richardson	208 676-1515
Parents as Teachers	Statewide	Morgan Richardson	208 676-1515
Success by 6	Region 4, 5, 6	Layle Wood	208 333-9778
Our Gathering Place	Region 6	Rev Nancy Nagy	208 233-2640
National Safe Kids	Region 5	Blossom Matthews	208 737-2432
Treasure Valley Com Ref	Nampa	Jette Rodgers	208-459-9263
Communities that Care	Bonner County	Jim Martin	208 263-1602
Child Find			208 455-5376
Prenatal Access		Chris Nelson	208 455-5376
After school programs	Marsing	John Borenberg	208 896-4111
St Vincent DePaul	Coeur d'Alene	Kathy Reed	208 765-2064
Read to the Project	Orofino	Pam McBride	208 476-3411
Information and Referral	Coeur d'Alene	Dean Thie	208 667-6400
United Way	Pocatello	Jeanne Paseman	208 232-1389
Oneida Crisis Center	Malad	Dawn Pruncipe	208 766-3119
Coalition of Families	Boundry County	Bunny Hodgson	208 267-2182
Idaho Care Line	Central Office	Patricia Williams	208 334-5551
Mujeres Unidas de Idaho	Ada County	Lisa Sanchez	208 377-2011
Assets Development	Blaine County	Erin Hart	208 788-5733
CISS Council	Ada County	Jeanette Kreider	208 342-4453
Focus on Children	Ada County	Kathy Baker	208 384-0977
Our Girls	Bannock County	John Reis	208 234-1080
Youth Ranch	Expanding		208 377-2613
Healthnet	Magic Valley	Karen Goodall	208 734-5900
Healthy Families	Nampa	Lynn Borude	208 465-6282
Parents & the Law		Lynda Clark	208 465-9936
Caribou County Health		Melissa Vogel	208 547-0047
Alternative Mid School	Idaho Falls	Allen Jensen	208 525-4400
Bonneville Youth Dev		Mari Bybee	208 528-5600
Positive Pals	Montpelier	Jill Kunz	208-847-0477
Evenstart		Valerie Arer	208 332-6903
AIMS	McCall	Linda Klind	208 634-4061
Transition Classroom	Idaho Falls	Roma Hawkins	208 542-2947
Care for Kids	Region II	Dale H.	208 799-3460
Salud y Profecho	Region III	Corrine	208 454-8632
Children's Village	Coeur d'Alene	Sheilah Stone	208 667-1189
First Steps	Plummer	Ida Gustin	208 686-1800
Project Safe Place	Kootenai County	Beth Barclay	208 767-0772
Project Love, Lang/Literacy	Madison	Janet Goodliffe	208 359-3300
Comm Alliance for Children	Lewiston	Alice Rears	208 799-3460
Bonner Resource Book	Bonner		208 265-2485